



August 1, 2014

VIA U.S. MAIL

Stephanie L. Beckhorn
Manager, WIA Section
Workforce Development Agency
201 North Washington Square
Lansing, Michigan 48913

Re: Reduction in Force

Dear Ms. Beckhorn:

United Airlines, Inc.'s ("United" or the "Company") Airport Operations Division has analyzed its staffing and operations and has determined that it is necessary to transfer the customer service and ramp operations functions to an outside vendor in order to continue to have sustainable financial success and run an efficient and reliable operation. The selected vendor will carry out the entire passenger service and fleet service functions at this location. As such, this letter informs you that United is reducing its workforce at the following location:

United Airlines, Inc.
Detroit Metro Airport
601 Rogell Dr., Suite 2133
Detroit, MI 48242

The entire facility will not be closed; however, we expect this reduction-in-force to be permanent, and employees of the Company will no longer handle the passenger service and fleet service functions at this location.

Employment separations are expected to take place on October 1, 2014 or during the 14-day period thereafter. A list of job titles and the number of employees currently holding affected positions is attached below.

Some affected employees will have bumping rights pursuant to Article 7 of the applicable collective bargaining agreement. Non-union employees do not have bumping rights.

The union representing some affected employees is the International Association of Machinists and Aerospace Workers. The name and address of the chief elected officer is:

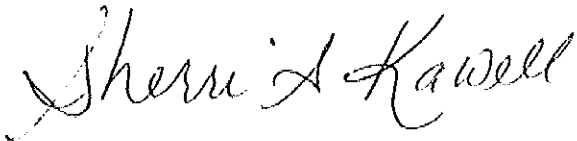
Richard A. Delaney
President & Directing General Chairperson
Air Transport Lodge District 141
International Association of Machinists &



Aerospace Workers, AFL-CIO
1771 Commerce Drive, Suite 103
Elk Grove Village, Illinois 60007

If you have any questions or concerns regarding this action or desire additional information from the Company, please contact Connie Mutch at 872-825-8648.

Sincerely,

A handwritten signature in cursive script that reads "Sherri A. Kawell". The signature is written in dark ink and is positioned above the printed name and title.

Sherri Kawell
Managing Director, AO Line Stations America

Following is a list of the positions to be affected and the number of employees in each position.

Customer Service Representatives = 43
Lead Customer Service Representatives = 8
Station Operations Representatives = 4
Ramp Service Employee = 41
Lead Ramp Service Employee = 8
Coordinator Airport Operations Station Support = 2
General Manager = 1
Supervisors = 2